

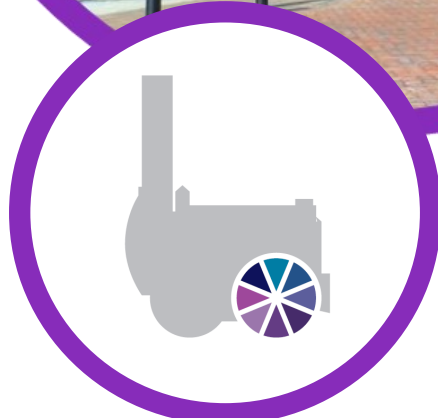
LION HEALTH

Winter 2024 Newsletter

Welcome

Welcome to the third edition of our Practice Newsletter.

Please see inside for information about how to arrange tests, meet the wider team and also healthcare advice. If you have suggestions that you think would be useful to include, please let our administrative team know and we will aim to include this in future editions.



Cervical Cancer Screenings

All women aged 25 to 64 are invited by letter to cervical screening to check the health of their cervix. During the appointment a small sample of cells will be taken from your cervix. This is checked for certain types of Human Papilloma Virus (HPV) that can cause changes to the cells of your cervix. If these types of high risk HPV are found the sample is checked for any changes to your cervix which can be treated before they get a chance to turn into cervical cancer. You will get a letter in the post inviting you to make an appointment from 6 months before the age of 25. This will continue every 3 years (25-49) and 5 years (50-64).



Early detection is important as Cervical cancer can be cured if diagnosed and treated at an early stage. Screening will detect problems with the cervix if you do not have any symptoms, but recognising symptoms and seeking medical advice is also a critical step. Women should seek health care if they experience, unusual bleeding between periods, after menopause or after sexual intercourse, Increased or foul-smelling vaginal discharge, weight loss, fatigue and loss of appetite, vaginal discomfort or swelling in the legs.



Appointments line -
General Inquiries-

01384 460 111 (open 8am to 6:30pm)
01384 460 999



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Meet the team

Social Prescribing Link Worker

Many of our patients visit us worried and stressed about finances, work or housing problems, or are isolated, lonely and physically inactive. These problems cannot be fixed by doctors and medicine alone, and social prescribing offers a way to solve these problems without the need for medication.

Our team of Social Prescribing Link Workers are able to listen to your concerns, either in person or over the phone, and signpost you to community services and support that may be able to help you feel better. There are many resources that the team have open to them; from local community groups or clubs, legal advice, volunteers to help around the house to simple information and guidance about what resources are available in the local area.



Research shows that those who are offered Social Prescriptions get better and feel better faster than those who are treated with medication alone.



Think you have a water infection?

1 in 2 women experience a Urinary Tract Infection in their lifetime

If you think you have a Urinary Tract Infection, there is no need to book an appointment with your GP.

Your local pharmacy can now provide immediate advice & treatment for a UTI for women aged 16-64 – with no appointment required.

There are more than 170 pharmacies across the Black Country signed up to offer support and treatment for UTIs.

To find out which local pharmacies are able to help, visit:

blackcountry.icb.nhs.uk/your-health/find-right-service-you/your-local-pharmacy/byebyeuti

Speak to your pharmacist today and say #ByeByeUTI



Clinician's Corner

Allied Healthcare Team

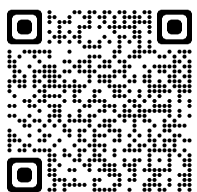
Working alongside GPs and our Nursing Team are other Allied Healthcare Professionals who offer appointments to help our patients and improve access to our services each day. We have new roles within the practice, please see below for more information about these team members. The employment of the wider health care team fits with our endeavours to improve access and care to all our patients. Having a wider health care team means that it should be easier to see the right clinician at the right time for the right problem.

Paramedics

Paramedics work in a variety of roles within general practice. Their background in pre-hospital care means that they are used to working with people with a variety of health conditions – from coughs and minor injuries, to more serious conditions such as asthma and heart attacks. They work alongside GPs to help manage routine or urgent appointments. If a patient has more complicated problems, paramedics can ask the GP or another specialist to help make an appropriate clinical decision. Some paramedics are able to prescribe, but if not they are able to confirm treatment with a GP and arranged a prescription. This should not delay your care and you are still able to receive prescribed medication following their assessment. After speaking to our reception team you may be booked into see our paramedic, if it is suitable. You will be advised that you will be seen by them if this is the case.

Physicians Associates (PAs)

Physician associates are trained and qualified to diagnose and treat a wide range of health conditions. They work alongside GPs to provide care to people, particularly those with long-term conditions who often benefit from being able to see the same healthcare professional, but also those with acute medical problems. They are supervised by the GP team so if there are concerns or more complex issues, there will always be further help available. Like paramedics they are unable to prescribe but are supported by our GP team, so if you require a prescription this can be done and will not delay your care. Our reception team will book you in, when appropriate, to be seen by a PA and you will be informed at the time of booking.



Appointments line - 01384 460 111 (open 8am to 6:30pm)

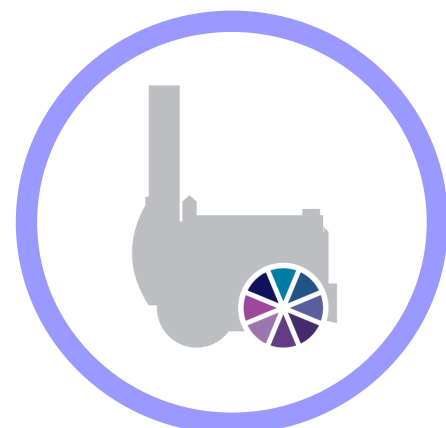
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November–January, Lion Health offered...

GP face to face
appointment

5405

GP telephone
appointments

2624

Home Visits

173

As well as this, there have been...

DNA (missed)
Appointments

1254

Referrals made

1439

Medications issued

15263

Booking Blood Tests & X-rays

Please be aware that there is still a booking system in place for both blood tests and X-rays. There is no longer a walk-in service.

Blood tests

There are a number of locations where you can have your blood test done locally, including Corbett Hospital, Merry Hill Shopping Centre (on the ground floor, near the NatWest Bank) and Russells Hall Hospital. Please be aware children's blood tests (those under 16 years of age) can still only be carried out at Russells Hall Hospital. To have your blood test done, you will need to use the online booking system by visiting

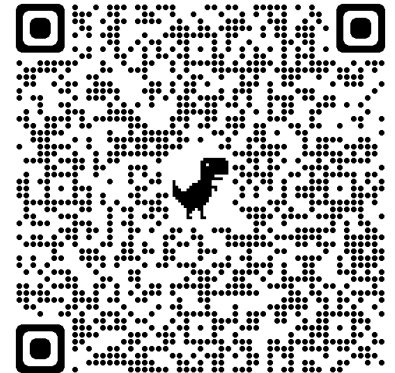
www.dgft.nhs.uk/patients-and-visitors/blood-tests/

Please remember to take your blood test stickers with you, as the team will be unable to take your blood if you do not have these which will lead to unnecessary delays in your care. Our reception team are able to print these out for you.

X-rays

X-rays can be carried out at Russells Hall, Corbett or Guest Hospitals. You can arrange your X-ray by calling 01384 244 722. Please call the day after your appointment with us, as it can take 24 hours for the hospital to receive our X-ray request. Phone lines are open between 9am – 4.30pm, Monday to Friday.

You do not need any paperwork for this appointment; the hospital will have it all on their system.



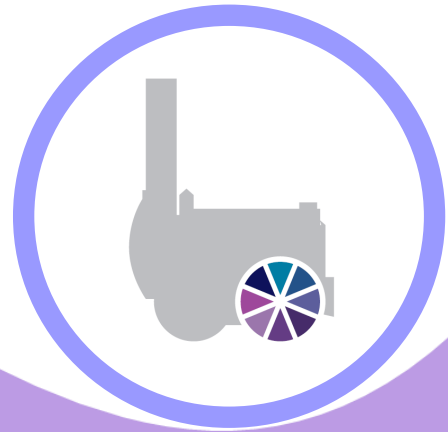
Your results will be sent to the requesting GP (or your named GP if it was a locum GP or other health care professional who requested them). We operate a 'no news is good news' policy so be reassured that a follow-up appointment will be arranged by the team if it is appropriate to do so, or if it has previously been agreed with you.

NHS APP

The NHS app can be downloaded onto your smartphone or tablet, or accessed via the NHS website, and enables you to access NHS services easily and quickly. To get started with this you will need a unique passcode, which our reception team can provide.

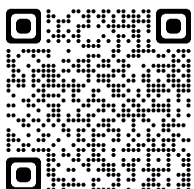
Once your identity has been verified (using photo ID) you will then be able to use the app to help with the following activities:

- order repeat prescriptions and nominate a pharmacy
- book and manage appointments
- view your GP health record to see information like your allergies and medicines (you will need to request access to your health record and our reception team can help you with this)
- book and manage coronavirus (COVID-19) vaccinations
- register your organ donation decision
- choose how the NHS uses your data
- view your NHS number
- use NHS 111 online to get advice and medical help



Useful Telephone Numbers

Russells Hall Hospital	01384 456 111	Dudley Social Services	0300 555 0055
Russells Hall appointments line	01384 365 100	Community Midwives	01384 244 358
Blood test appointment booking line	01384 365 165	Health Visitors	01384 323 186
Corbett Hospital X-ray booking line	01384 244 722	Patient Transport	01384 679 047
Russells Hall X-ray booking line	01384 244 617	Imperial Wax (Ear Syringing)	01384 422 0156
Bushey Fields Hospital	01902 607 000	Macmillan Nurses	01384 321 523
Dudley Talking Therapies	01384 324 664	Atlantic House	01384 426 120
Mental Health Crisis Line	01384 324 578	Citizens Advice Bureau	03444 111 444
District Nursing Team	01384 323 179	Abdominal Aorta screening	01384 321 125
Stourbridge Health & Social Care Ctre	01384 323 766	Breast screening team	01384 244 177



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